

Subject		Market
Maintaining vehicle freshness and reducing vehicle problems during COVID crisis		USA
Service Category	Section	
General	Maintenance	
Applicability		
All Lexus models		

APPLICABLE VEHICLES

2019-2021	UX250H	2019-2021	IS350
2019-2021	LS500	2019-2021	RX450H
2019-2021	NX300	2019-2021	UX200
2019-2021	ES300H	2019-2021	LC500
2019-2020	GS F	2019-2021	IS300
2019-2020	GS350	2019-2021	GX460
2019-2021	RX350	2019-2021	LS500H
2019-2021	ES350	2019-2021	NX300H
2019-2021	LX570	2019-2021	RC300
2021	LC500C	2019-2021	LC500H
2019-2021	RC F		

CONDITION

Due to the challenges caused by the COVID-19 virus threat, some dealers are experiencing reduced traffic into their stores and causing dealer stock to age. Due to this situation, dealers are reminded and recommended to follow the Long-Term Vehicle Storage Guidelines outlined in L-SB-0015-20 and other Service Bulletin publications to ensure customers receive their vehicles in a fresh and well maintained condition.

Please ensure that both Sales and Service at your dealership are aware of these guidelines and are following the recommended maintenance and storage processes and procedures to ensure the highest customer satisfaction with their new vehicle purchase.

RECOMMENDATIONS

There are many action items for vehicles in stock:

Action	Frequency
Tire Inflation Pressure Check	Monthly
Part Rust Inspection	Monthly
A/C Compressor Lubricant	Monthly
Charge Battery to 12.6 V	Monthly
Disc Brake Rotor Surface Rust Removal	Every 8 Weeks
Engine/Hybrid System/Fuel Cell System Starting and Movement	Every 6 Weeks
Raggard Removal	After 90 Days
Tyvek Removal	After 12 Months

Listed below are additional resources, which will help with vehicle receipt, inspection, and storage procedures. Links to these can be found in the storage documents.

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RECOMMENDATIONS

- CRIB Bulletin #165, Acid Rain Paint Finish Damage – Prevention and Repair
- UoT e-Learning Course E257 Vehicle Delivery Quality – Paint Finish Repair
- Service Bulletin BO015-91, Prevention and Repair of Acid Rain Damage
- Service Bulletin BO029-91, New Vehicle Washing Schedule for Paint Protection
- Service Bulletin L-SB-0013-19, Battery Maintenance During PDS
- Service Bulletin PA001-05, Iron Particle Rust Contamination Repair
- Service Bulletin PG004-94, Dealer Removal Procedures for Rapgard™ Protective Film
- Service Bulletin PG006-07, Removal of Tyvek® Protective Film
- Service Bulletin PD001-04, Wheel Film for Brake Rotor Rust Prevention

Be sure to inspect these from the documents in the links below.

LINK REFERENCES

1. [L-SB-0025-19 Rev1: '20 Applicable Lexus Models: Long-Term Vehicle Storage Guidelines](#)
2. [L-SB-0012-19 Rev1: '20 Applicable Lexus Models : Maintenance for HV and Auxiliary Batteries](#)
3. [L-SB-0009-20: '21 Applicable Lexus Models: Maintenance for HV and Auxiliary Batteries](#)
4. [L-SB-0015-20: '21 Applicable Lexus Models: Long-Term Vehicle Storage Guidelines](#)